

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Julio J. HERNANDEZ et al.)
Application No.: 10/810,910) Group Art Unit: 3623
Filed: March 26, 2004)
For: ENHANCING INSIGHT-DRIVEN) Examiner: Brandi Parker
CUSTOMER INTERACTIONS)
WITH A WORKBENCH) Confirmation No.: 9393

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed July 25, 2008 please amend the
above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

An Interview Summary follows the amendment sections of this paper.

Remarks/Arguments follow the interview summary section of this paper.